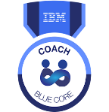
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**Aiming for Mid - Senior Level Assignments in**

**Business Analyst / CONSULTING / PROJECT MANAGEMENT**

**PROFILE SUMMARY**

**AREA OF EXPERTISE**

**Functional and Business Analysis / Processes**

**Requirement gathering**

**Cross Functional Coordination**

**Program/Project Management**

**Salesforce**

**MS-Visio**

**Team Building & Leadership**

**Transition Management**

**Transition Solution Design & Implementation**

**Stakeholder Management**

**Project Governance**

**Client Engagement**

**Knowledge Transfer Process Improvement**

* **15+ years** of splendid experience in IT Industry and 5+ years of Experience in SFDC Business Analyst.
* Interacts with business partners, IT clients to gather and document information related to requirement for full life cycle of the project.
* Gather, develop and coordinate and maintain business requirements for various projects and /or systems from initial phase to final implementation.
* Experience in Agile / Scrum methodology.
* Possess comprehensive understanding of CRM business processes like Lead Management, Account Management, Case Management, **service Cloud and Field service lightning (FSL).**
* Experience in Salesforce Testing and Administration spanning all facets of package software and application implementation.

**HIGHLIGHTS**

* Travelled to **Geneva (Switzerland)** for requirements gathering, interact and understand the business functionalities. Helped the team to get the knowledge transfer and also provided support on UAT Testing activities.
* Appreciated by **Client** for the dedication, flexibility and focus to making the FSL-RSP Project successful in Dec 2020 and for FSL-Reorg Project in Feb 2021.
* Felicitated with **Manager's Choice Award** for demonstrating excellent client servicing skills (putting the Client First) in 2016.
* Recipient of “**Sales Award**” for the significant contribution in MAPFRE deal sign off in 2016.
* Presented paper on “**Achieving Transition Excellence”** in the transition ShareNet.2014.
* Received “**IBM GBS India Managers Choice Award 2014**“for excellence in transition execution. Honored with “**IBM GBS India Eminence & Excellence Award, 2013”** for excellence in Transition - TMCOE.

**PROFESSIONAL EXPERIENCES**

**IBM India, Bangalore, India Business Analyst Aug’06-current**

**Aztec Soft Ltd., Bangalore, India Senior Test Engineer Nov’04-Jul’06**

**Ashok Leyland Ltd., Chennai, India System Engineer Sep’02-Jul’04**

**Goldstone Technologies. Ltd Software Engineer 2001-2002**

**PentaSoft Technologies Ltd Software Engineer 2000-2001**

**ACADEMICS CREDENTIALS**

**2000 MCA** from Bharathiar University, Coimbatore, Tamil Nadu, India.

**1997 B.Sc.** from St. John College, Tirunelveli, Tamil Nadu, India

**CERTIFICATIONS**

* **Salesforce Certified – Service Cloud Consultant, Salesforce, 2021**.
* Salesforce **Sales cloud consultant Certification** course completion by Udemy, 2020
* Introduction to Managing Agile Projects at IBM, 2020
* **DATA ANALYTICS** FOR DECISION MAKING: AN INTRODUCTION TO USING EXCEL BOND UNIVERSITY, 2020
* Scaling Agile Awareness, 2019 and The **SELF-AWARE COACH** by Deakin University, 2019
* IBM Certified – Interviewer and Coach , 2018.
* **Salesforce Certified – Salesforce Administrator, Salesforce, 2018**.
* **Salesforce Certified - Platform Developer – I, Salesforce, 2017**.
* **Agile at Work**: Building Your Agile Team, **Agile Project Management** by Linkedln, 2016
* PMP Boot Camp Training, 2013, Active Member of PMI USA and Bangalore Chapter, 2014
* ISTQB Certified Tester, 2005

**ORGANIZATIONAL EXPERIENCE**

**Salesforce Business Analyst, ABB , Client Location – Poland , (2020 Jul – till date)**

**Roles and Responsibilities**

* FSL Case support – Working with the ABB Business champion to understand the nature of the cases. (New support ticket or Change Request)
* If it is a support ticket it will be fixed by the team – Calls will be set up with the champion and Business owner if any clarification needed
* Change request – understand the functionality of the requirements with the Business owner.
* Writing down the requirement on the functionality – examples. A) Case assignment to the owner and it cannot be modified other than the owner b) Subcase assignment based on the case routing matrix.
* Pulsar enhancements – Service Appointments Assignment to the Service Engineer, Time sheet entries and Questionnaire templates requirements etc.
* Liaison between the business client and technology team—developers, system architecture, and QA Team
* Translate business requirements into functional specifications and creating High Level Design documents
* Identified various business processes and developed process flow diagrams for the business and validated the same with SMEs. Developed prototypes for the UI and helped in development of screen navigation flows.
* Tracked user responses to improve the efficiency and direct issues to support team.
* Used Data Loader for loading the data.
* Reviewed the test cases provided by the QA team, and providing feedback based on the functional flow.
* Managed the UAT phase and helped in executing the test scripts for the client team.

**Salesforce Business Analyst, The Global Fund , Client Location – Geneva (Switzerland), (2019 Jun – 2020 Jun)**

**Roles and Responsibilities ( Launch 1)**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Analysed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Conducted GAP Analysis and enhanced business process by integration
* Primarily involved in developing a business model for developing the Allocation / Program split, Funding Request, A2F Management.
* Create Data Flow diagrams and process flow diagrams to facilitate better system understanding
* Reviewing the test cases provided by the QA team, and providing feedback.
* In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
* Created user Roles and Profiles and sharing settings.
* Used field level security along with page layouts to manage access to certain fields.
* Create Production Support Handbooks and Document procedures to engage Level 3 Support

**Salesforce Business Analyst, The Global Fund , Client Location – Geneva (Switzerland), (2019 Jan – May 2019)**

**Roles and Responsibilities: (GOS – Access to Funding, Grant Making, Revision and Closure)**

* Primarily involved in developing a business model for developing the Funding Request, Grant creation, Revision and Closure.
* Gather requirements through interviews with the client and referring to existing documentation and procedures
* Perform GAP Analysis of the ‘as-is’ and ‘to-be’ system
* Created various custom reports for standard objects to give complete detail overview
* Developed the scope and vision documents that defined the primary goals, objectives and scope of the project.
* Facilitated with team of four business analyst to elicit requirements in Joint Application Development (JAD) sessions by communicating with various background and skills, documented Scope Definition, Functional Specifications, Use Case document , Software Requirements Specification (SRS) and created User Interface Mock-ups/Prototypes using Ms Visio.
* Maintained project plans, task, defect and issues lists, lead meetings to discuss all aspects of the project’s execution, developed test scripts, executed UAT, participated in the QA process, and developed training materials and system documentation.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.

**Environment:** Salesforce.com, Apex, Visual Force, Apex Data Loader, Workflow, Approvals, Reports, Custom Objects, Tabs, Custom Profiles, Roles, HTML, CSS, Eclipse IDE Plug-in, Force.com IDE, Meta-data API, UML, MS Visio 2003, Microsoft Office Project, Case Complete.

**Project Test Lead/Functional Analyst, The Global Fund , Client Location – Switzerland, (2018 Aug – 2018 Dec)**

* Understanding the client needs/requirement and coming up with the Test scenarios
* Working closely with the Test Coordinator from the Client team
* Daily stand up/scrum call with the team and plan the activities of the day
* Helping the team to resolve and manage the challenges in test deliverables
* Review the Test deliverables with the IT Team and the business team
* Building a team to engage in providing value to the client.

**Project Test Lead/Functional Analyst, UPS - HEAT (Harmonized Enterprise Analytics Tool) (2018 May – 2018 Jul)**

* Functional testing – Microservices and API Testing of HEAT Application. (REST/SOAP)
* Developed Manual and Automated Test scripts in Selenium for Functional and Regression testing.
* Validated the Source system file in Google Big query by field wise validation.
* Designed Test Scenarios and Executed Test Cases using Selenium.
* Performed Defect Reporting and Tracking through MS -TFS.
* UI statistical Validation and API testing
* Testing validations using JSON, XML
* Managed a team of 10 members.

**Project Test Manager/ Functional Analyst, Hertz (2017 Oct -2018 Apr)**

* Functional testing in Salesforce - Migration of Salesforce classic to Lightning for customer care functionalities.
* Developed automated Test scripts in UFT for Functional and Regression testing from scratch and enhanced the scripts.
* Created the Automated Script for Regression test for Data driven and keyword driven test using UFT.
* Designed and Executed Test Cases using HP ALM
* Performed Defect Reporting/Tracking through HP ALM.
* Monitored performance by gathering relevant data and producing statistical reports.
* API and web services (REST/SOAP) testing
* Testing JSON, XML
* Managed testing team.

**Project Test Lead/Functional Analyst, Metlife - BHF (2017 Jun- 2017 Sep)**

* Worked with the Client Business Analysts to identify cross-functional dependencies
* Designed and executed of Test Plan doc, Test Design doc, Test Case doc, Test Scripts files and review Test cases.
* Created Test Data specification document for the application covering the associated interfaces, test cases and environment needs.
* Performed all types of system testing, functional and smoke, sanity testing, re-testing, regression testing.
* Managing the testing team.
* Preparing test scenarios based on User Stories
* Preparing the test data based on User Stories
* Executing the test cases with valid data and attached the proper evidence and supporting information

**Transition Solution Manager, T&T COE (2015-2017 Jun)**

* Accountable for managing the execution of delivery consisting of transition management, performance metrics and project management to ensure consistent quality of deliverables.
* Developing differentiated transition solutions for client engagements from different geographies and setting up new business units by executing those transitions from clients and incumbent vendors.
* Assisting with due diligence engagements for large European and UK clients with more than $5M USD.
* Creating Proposal (RFP) Responses and responding to RFI for transition solutions.
* Identifying and developing potential application migration framework in line with the guidelines for improving efficiencies.
* Guiding the transition managers to execute the projects effectively and efficiently
* Analysing and reviewing project transition health based on 7 keys, transition process areas (TPA) and key performance indicators (KPI) and presented the graphs/trends in the management to make decisions
* Assuring effective project control and governance is established and maintained through appropriate framework and procedures.
* Ascertaining timely and effective communication and working cross-functionally with various business stakeholders.
* Identifying the opportunities for innovation and seizing such opportunities for the benefit of the company goals.
* Providing leadership & direction to multiple teams (globally distributed and virtual teams) on the project with high level of complexity.

**Transition – Engagement Manager, T&T COE (2012-2014)**

* Worked on Tier -1 and Tier 2 Solutions for major clients like Citi bank, MAPFRE, AT&T.
* Developed transition solution, strategy and methodology for various clients.
* Designed transition audit framework and implemented transition process areas to improve the processes and activities of transition.
* Accountable for planning, scoping, estimating, tracking and ensuring implementation of program plans within pre-set budgets and deadlines.
* Handled knowledge transfer and services transition, organization and governance model, operational processes and Service Level Agreements – enabling outsourcing and single & multi-site offshore and nearshore delivery.

**Highlights:**

* Successfully handled deals worth more than 20 million USD.

**End To End Project Test Manager, AT & T Account (2006-2011)**

* Worked closely with the business functional areas, technical teams and clients to define systems/ project priorities, scope, approach, resource requirements, timing deliverables and budgeting
* Responsible for efforts estimation and obtaining management support for the time, resources and budget required to perform the testing.
* Prepared High-level Test strategy (HLTS) and the Master Test Plan (MTP).
* Conducted team meetings, ensured completion of all documentation, test plans and reports and provided pre-release support.
* Assured quality of the products throughout the test lifecycle.
* Monitored and resolved issues associated with the project on regular basis.
* A focused team on business objectives and track progress to ensure project milestone is completed on time, on budget and with the desired results.